

|   |  |           |       |                         |         |                |           |              |
|---|--|-----------|-------|-------------------------|---------|----------------|-----------|--------------|
| IN BOX  |  | File      |       | Edit                    | View    | Tools          | Message   | Help         |
| NEW MAIL  |  | REPLY ALL | REPLY | FORWARD                 | PRINT   | DELETE         | SEND/RECV | ADDRESS BOOK |
| FOLDERS   |  | X ! 0 F   |       | FROM                    | SUBJECT |                | RECEIVED  |              |
| LOCAL FOLDERS   |  | 0         |       | PETER MANSOUR           |         | MEMOS          |           | 1/18/01      |
| IN BOX (20)   |  |           |       | CHAD SCHWITTERS         |         | MEMOS          |           | 1/18/01      |
| OUT BOX   |  |           |       | JOHN DOE                |         | MEETING AGENDA |           | 1/13/01      |
| SENT  |  |           |       | MARK TAKAHASHI          |         | DEADLINES      |           | 1/10/01      |
| DELETED   |  |           |       | JANE DOE                |         | CREDIT CARDS   |           | 1/3/01       |
| DRAFTS  |  |           |       | JANE DOE                |         | WIRELESS APPS  |           | 1/3/01       |
| ARCHIVE   |  |           |       | CUSTOMER SERVICE        |         | INFORMATION    |           | 12/30/00     |
|   |  |           |       | AUTO REPLY              |         | MEMOS          |           | 12/24/00     |
|   |  |           |       | JOHN DOE                |         | COMPANY LOGO?  |           | 11/13/00     |
| FROM: JOHN DOE TO: ADMINISTRATOR  |  |           |       | SUBJECT: MEETING AGENDA |         |                |           |              |
| WE WILL CONDUCT AN OPEN SESSION TODAY. PLEASE COME PREPARED WITH TOPICS FOR DISCUSSION. |  |           |       |                         |         |                |           |              |

302 ~

304 ~

306

← 308

← 310

300 ↗

FILE.3

400 ↘

402 ↘

| ! | P | FROM             | SUBJECT        | RECEIVED | Δ |
|---|---|------------------|----------------|----------|---|
|   | ⬆ | PETER MANSOUR    | MEMOS          | 1/18/01  |   |
| ① | ⬆ | CHAD SCHWITTERS  | MEMOS          | 1/18/01  |   |
|   | □ | JOHN DOE         | MEETING AGENDA | 1/13/01  |   |
|   | □ | MARK TAKAHASHI   | DEADLINES      | 1/10/01  |   |
|   | ⬆ | JANE DOE         | CREDIT CARDS   | 1/3/01   |   |
|   | □ | JANE DOE         | WIRELESS APPS  | 1/3/01   |   |
|   | □ | CUSTOMER SERVICE | INFORMATION    | 12/30/00 |   |
|   | ⬆ | AUTO REPLY       | MEMOS          | 12/24/00 |   |
|   | □ | JOHN DOE         | COMPANY LOGO?  | 11/13/00 |   |
| Δ |   |                  |                |          | Δ |

Fig. 4

|                       |     |
|-----------------------|-----|
| FROM:                 | TO: |
| SUBJECT:              |     |
| THE QUICK BROWN FOX I |     |

Fig. 5

500 ↗

1. The first step is to identify the problem. This involves understanding the symptoms and the context in which they are occurring.

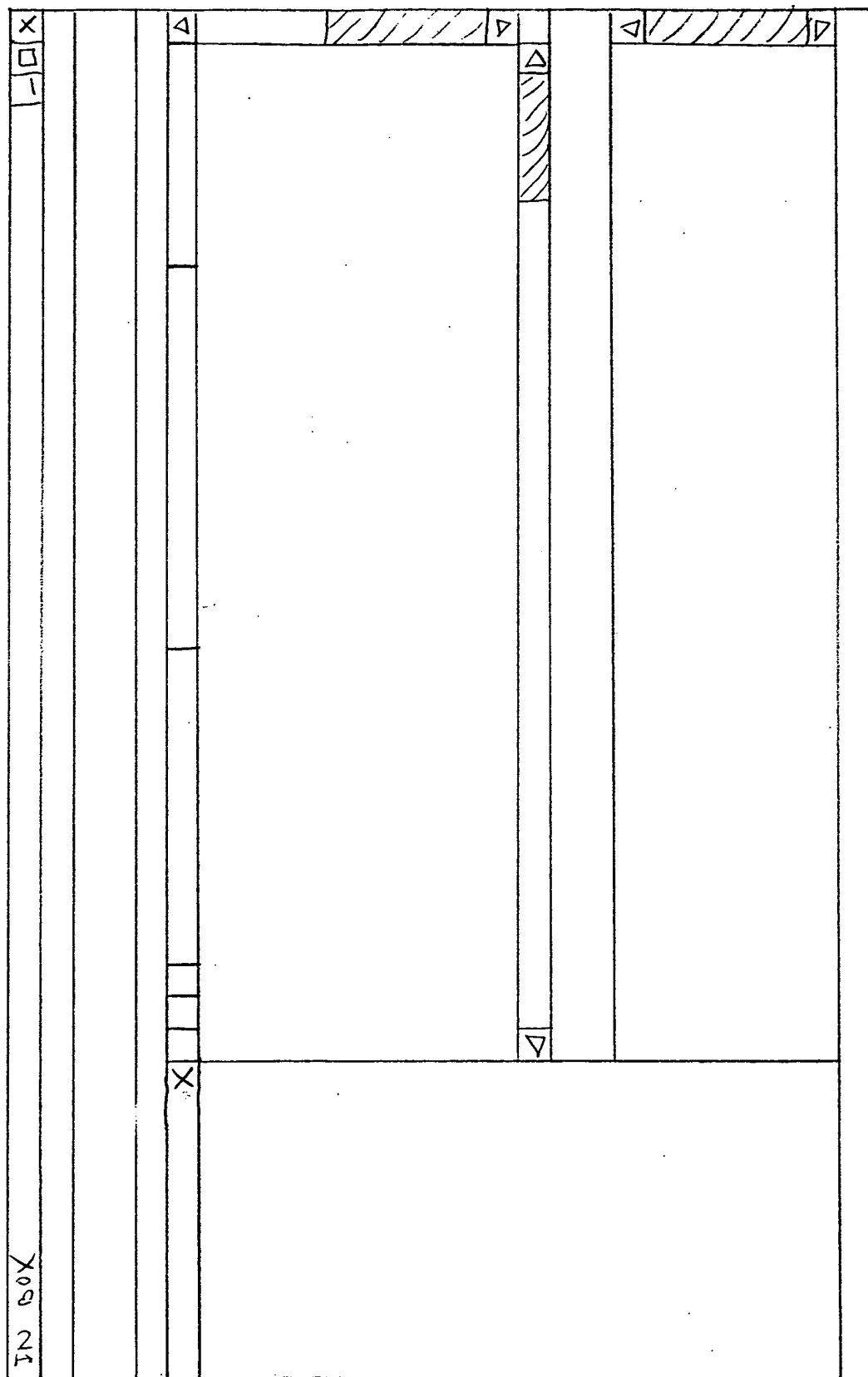


FIG. 6

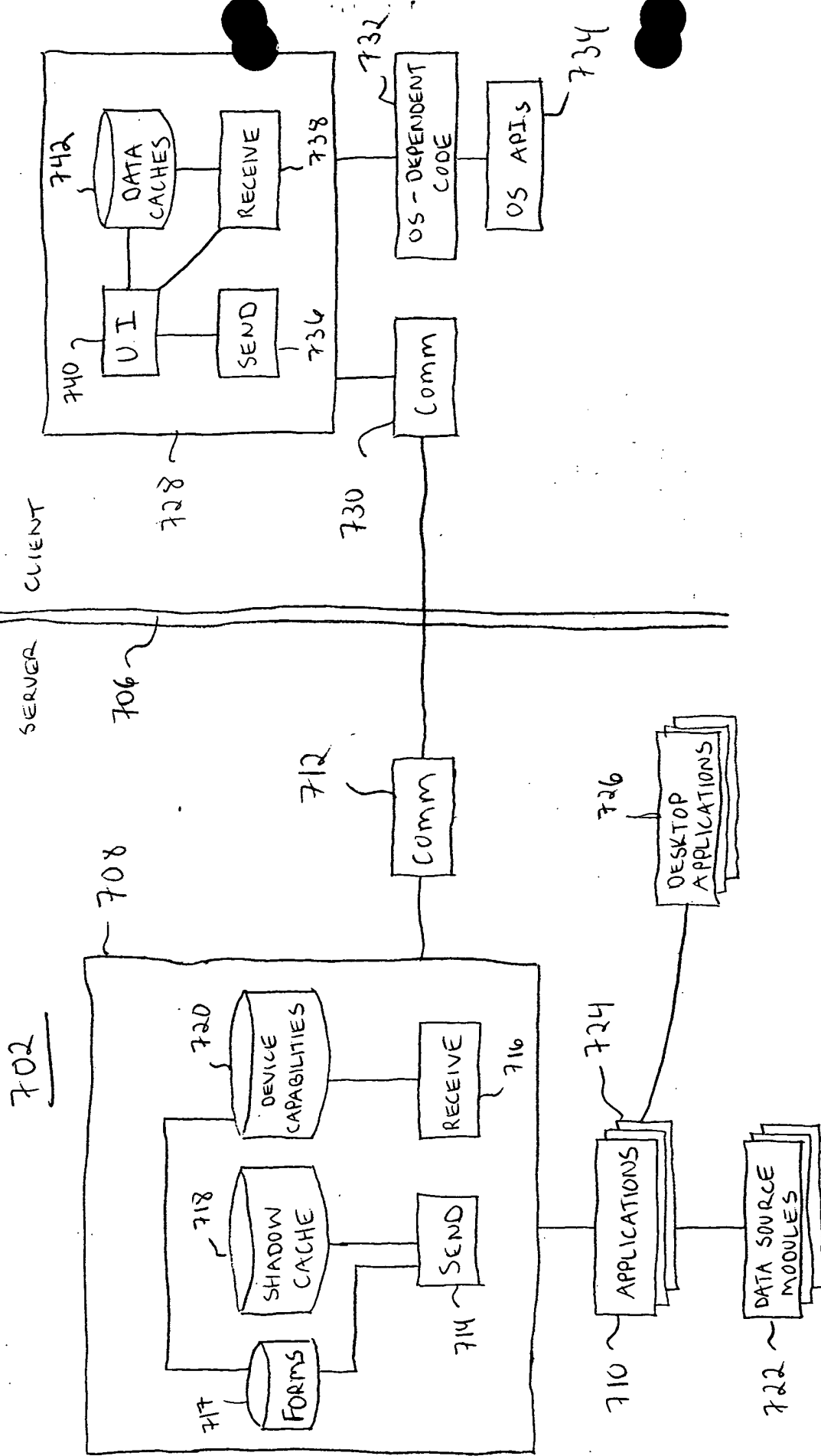


FIG. 7

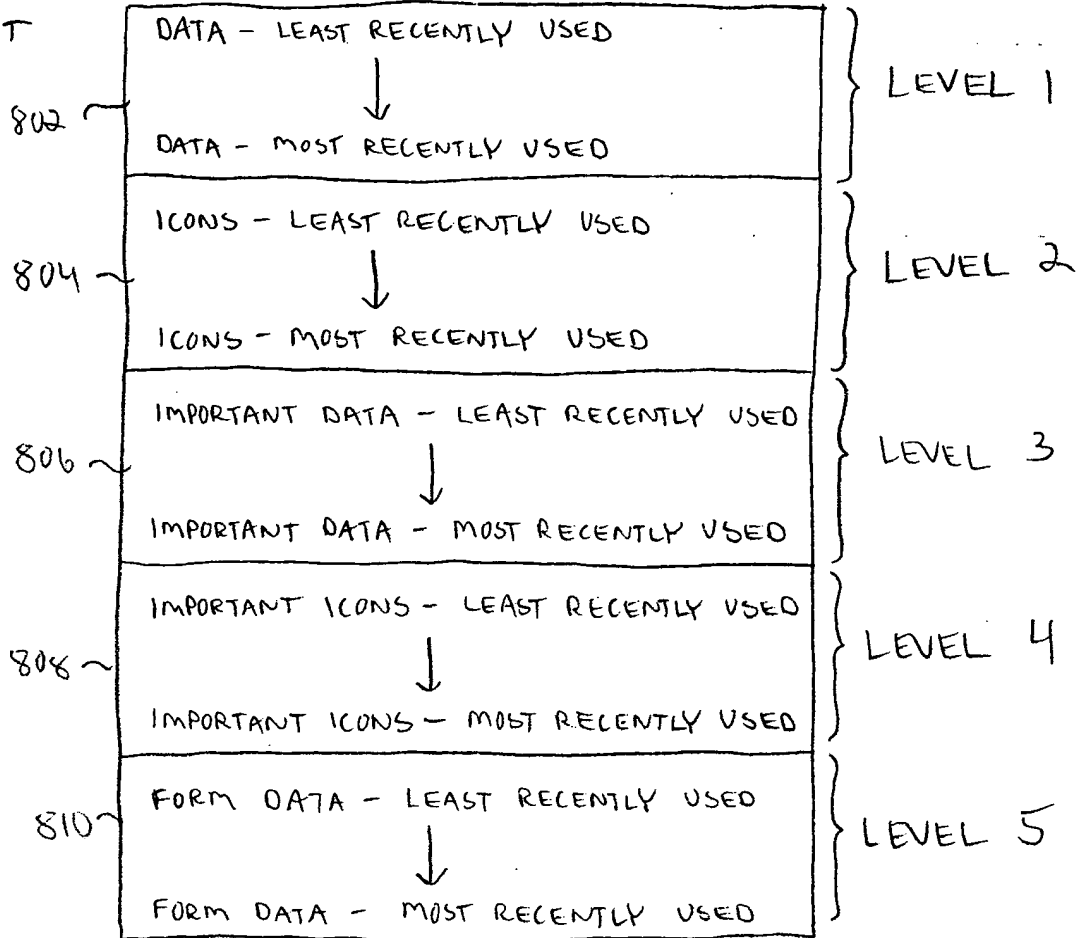


Fig. 8

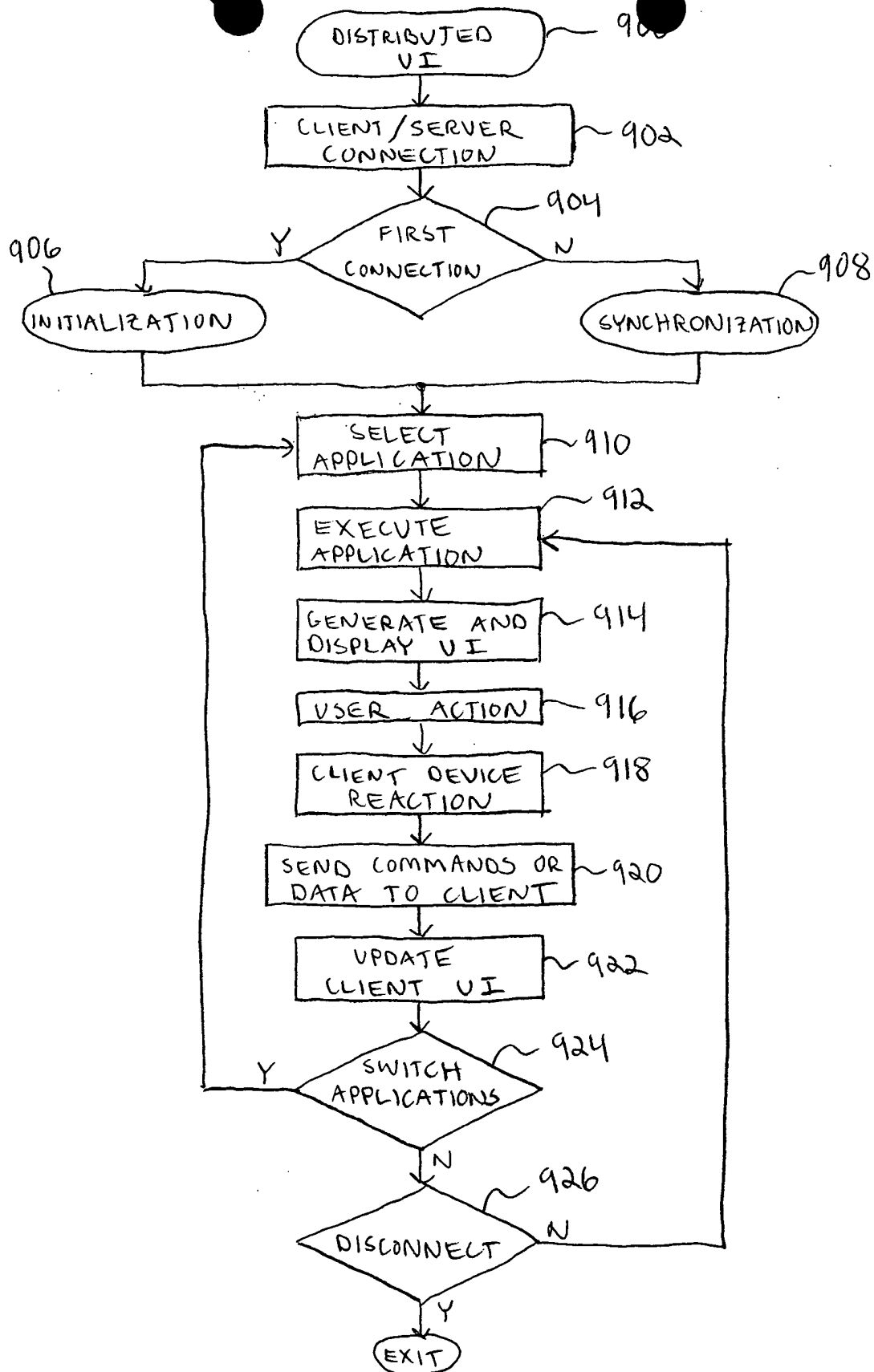


FIG. 9

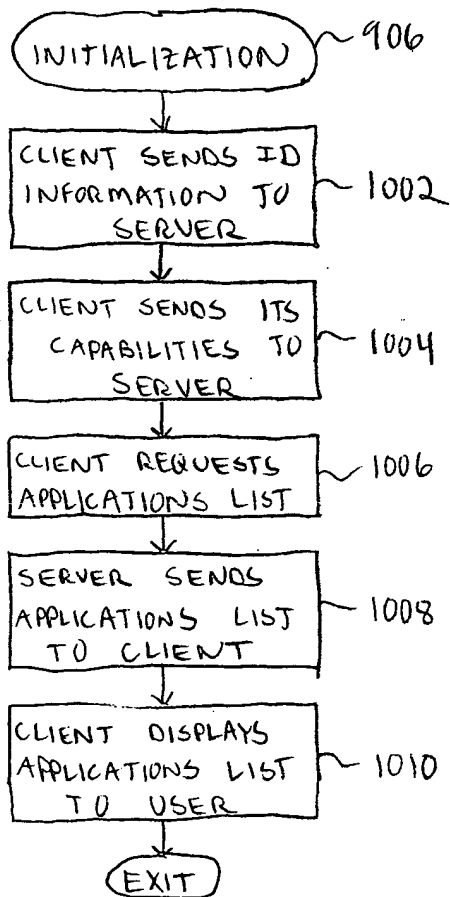
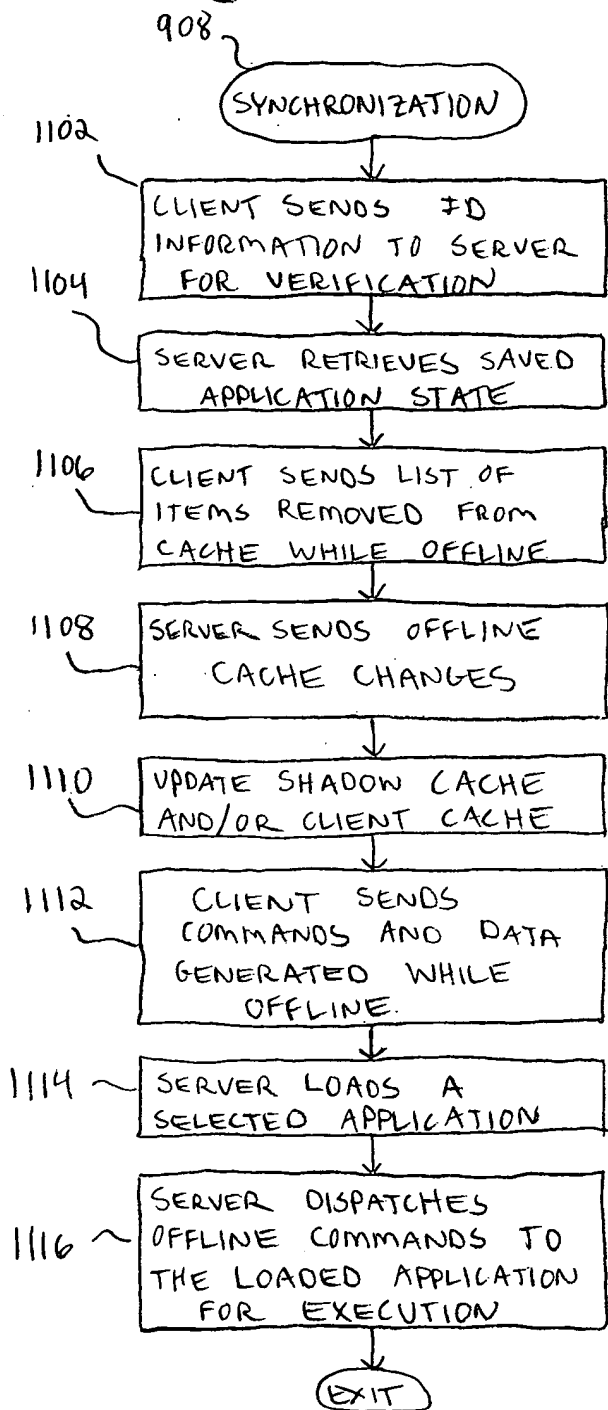


FIG. 10





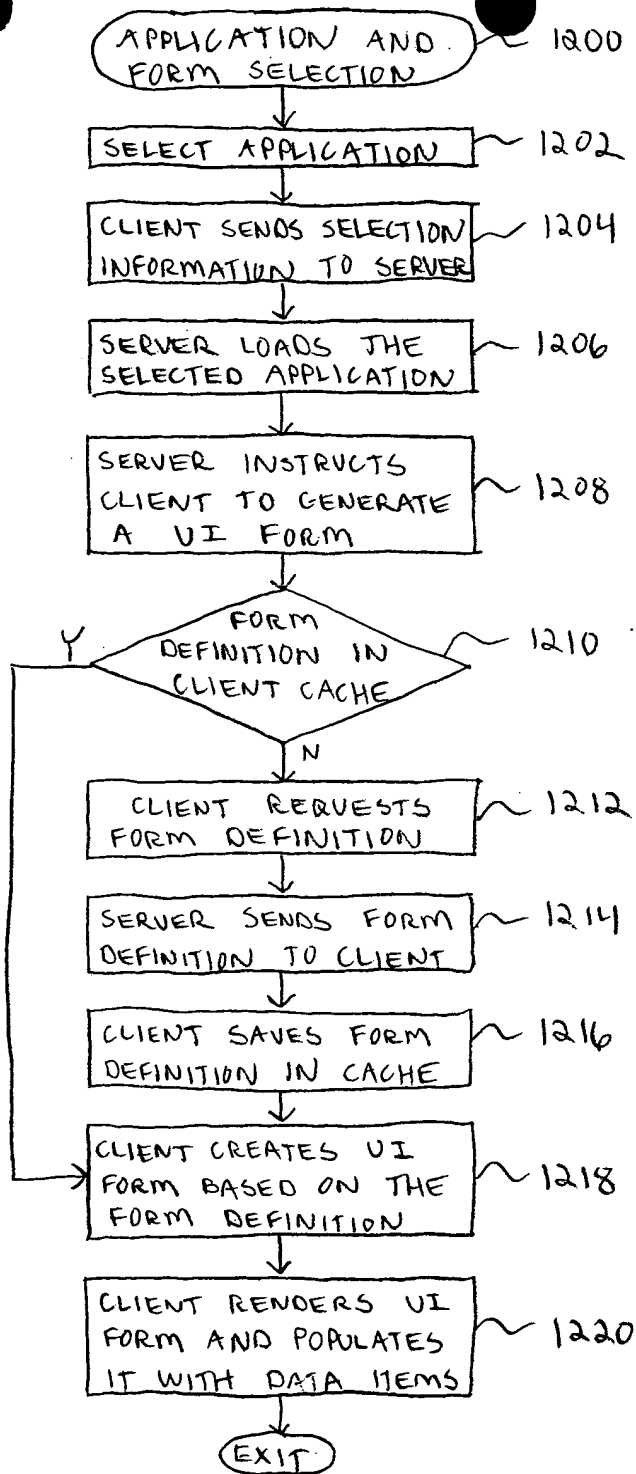


FIG. 12

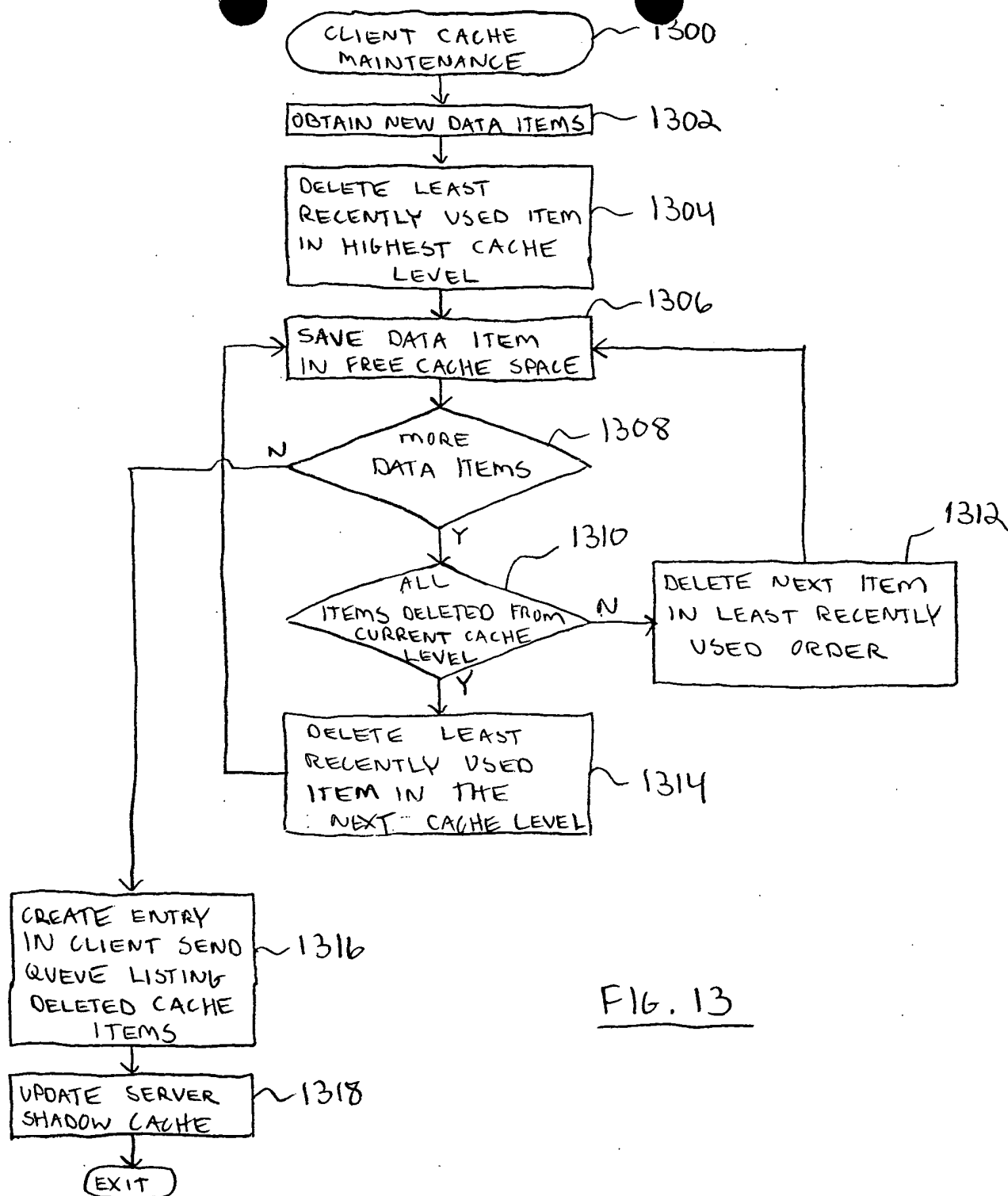


FIG. 13

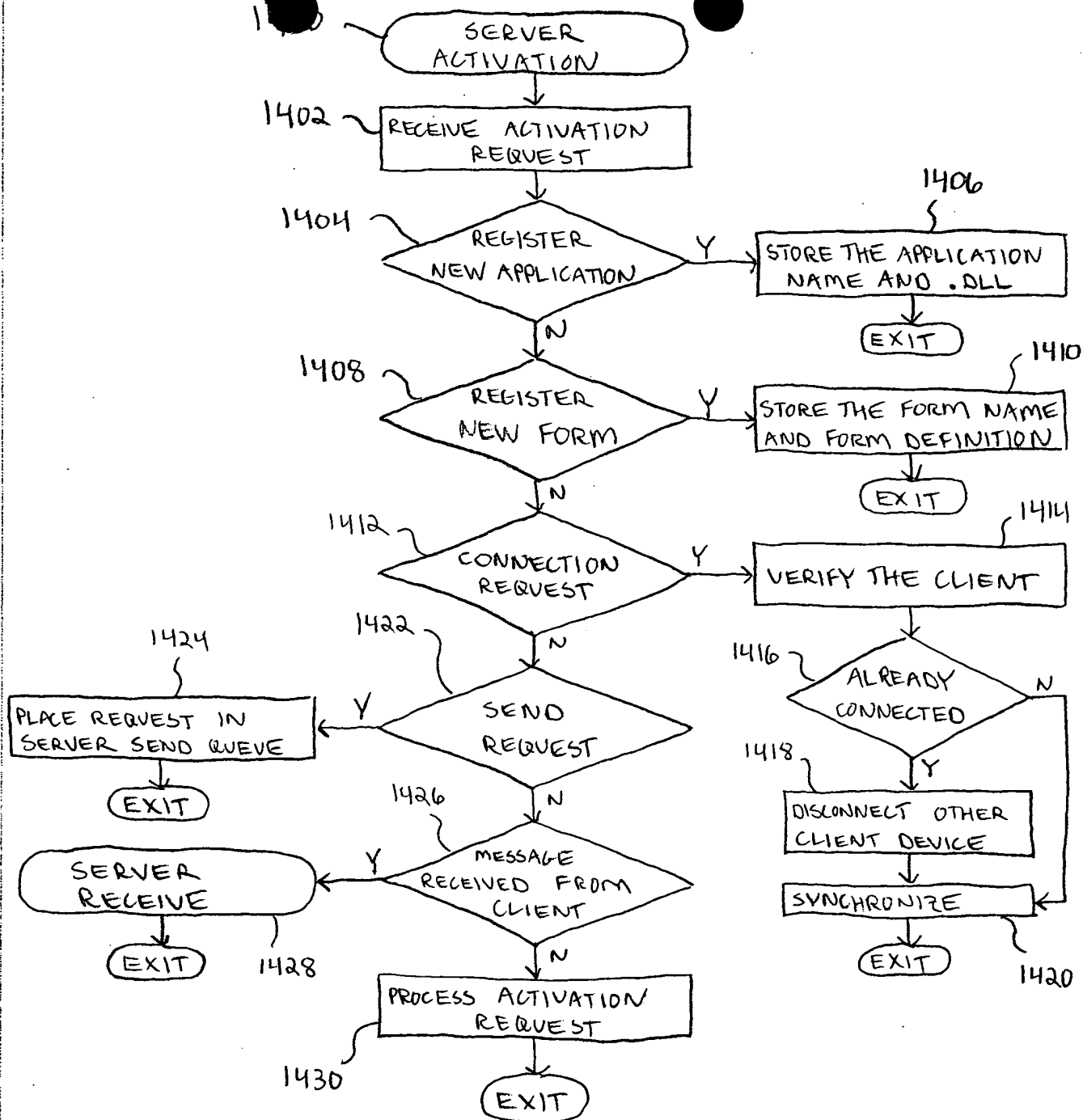


FIG. 14

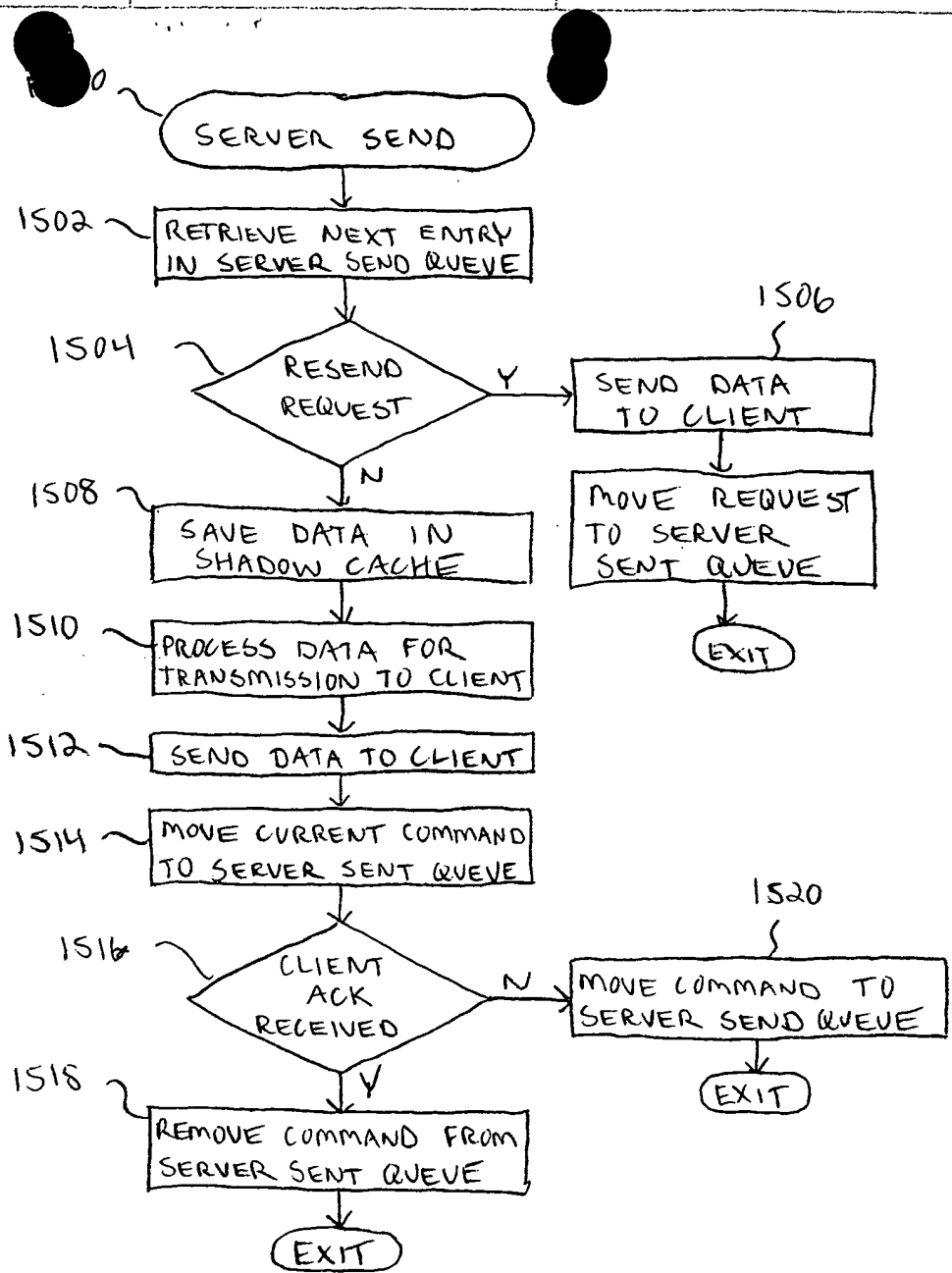


FIG. 15

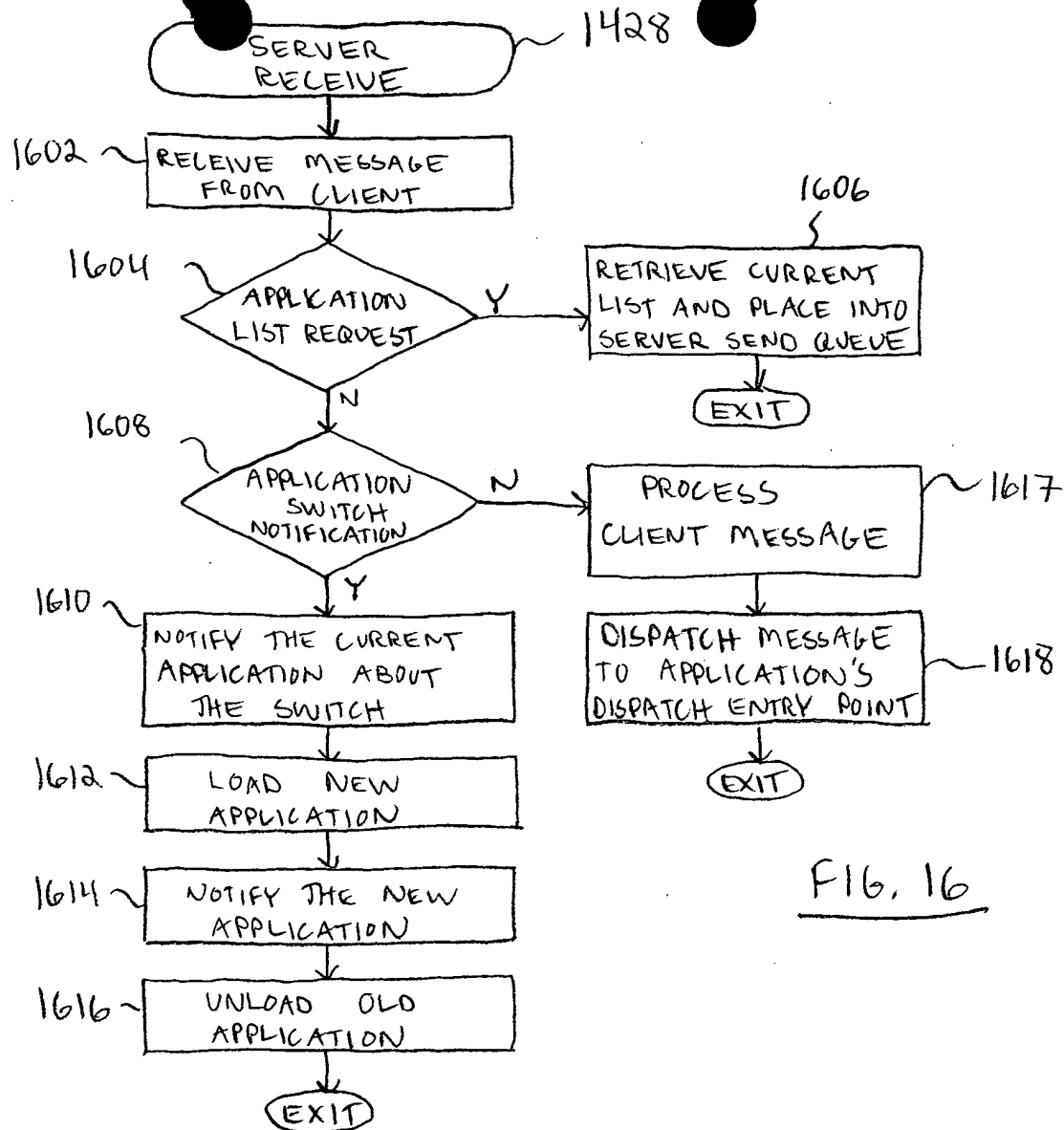


FIG. 16

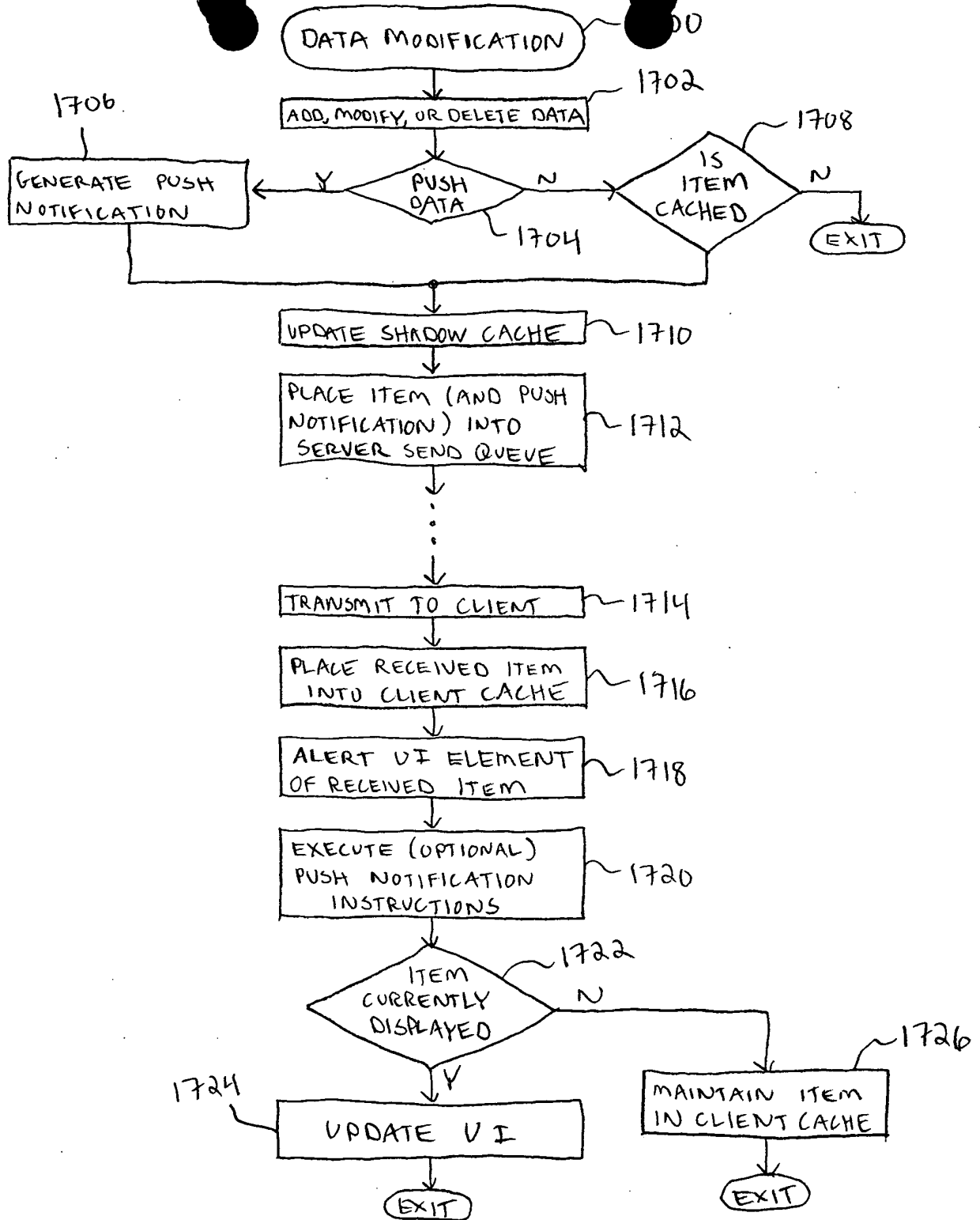


FIG. 17

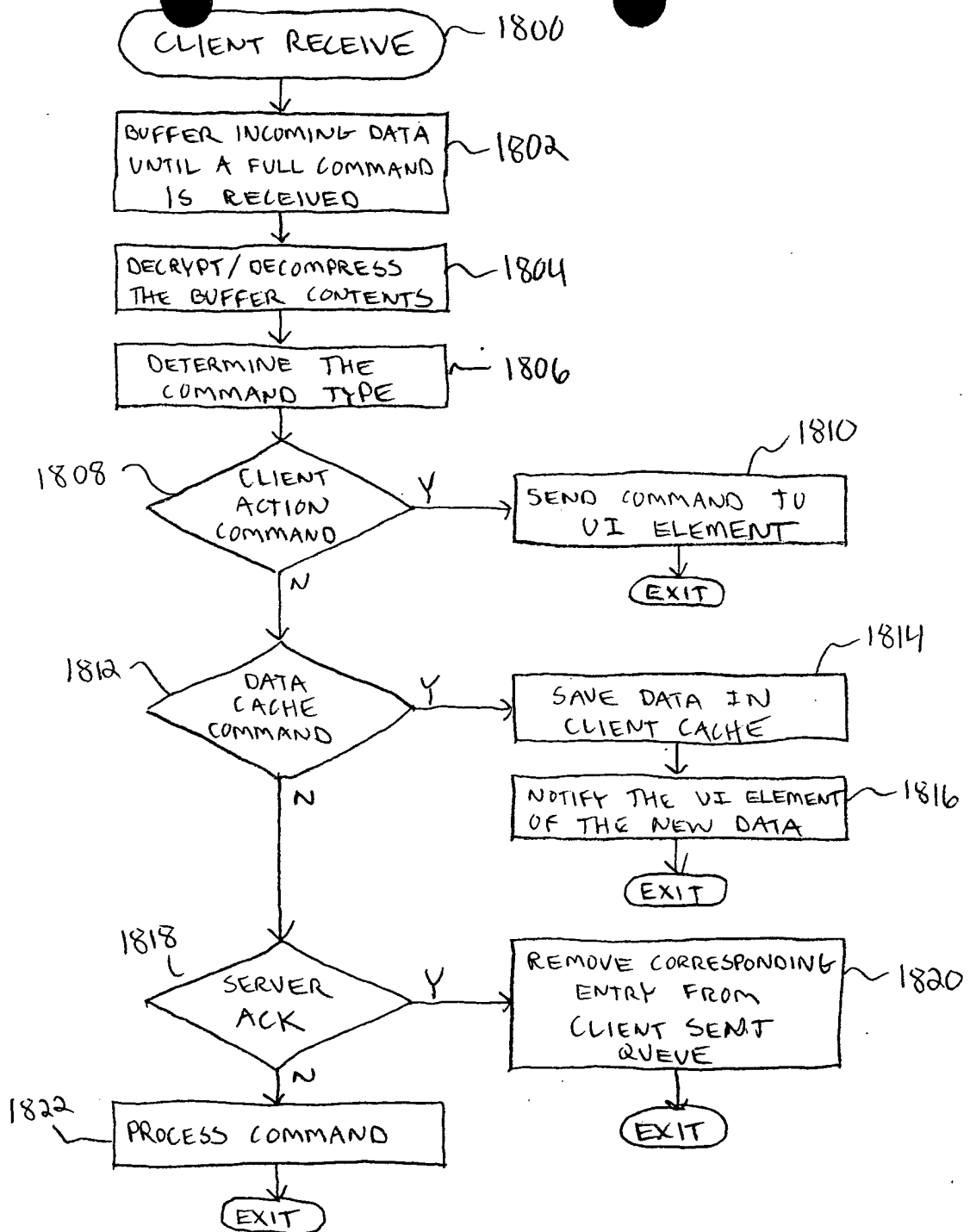


FIG. 18

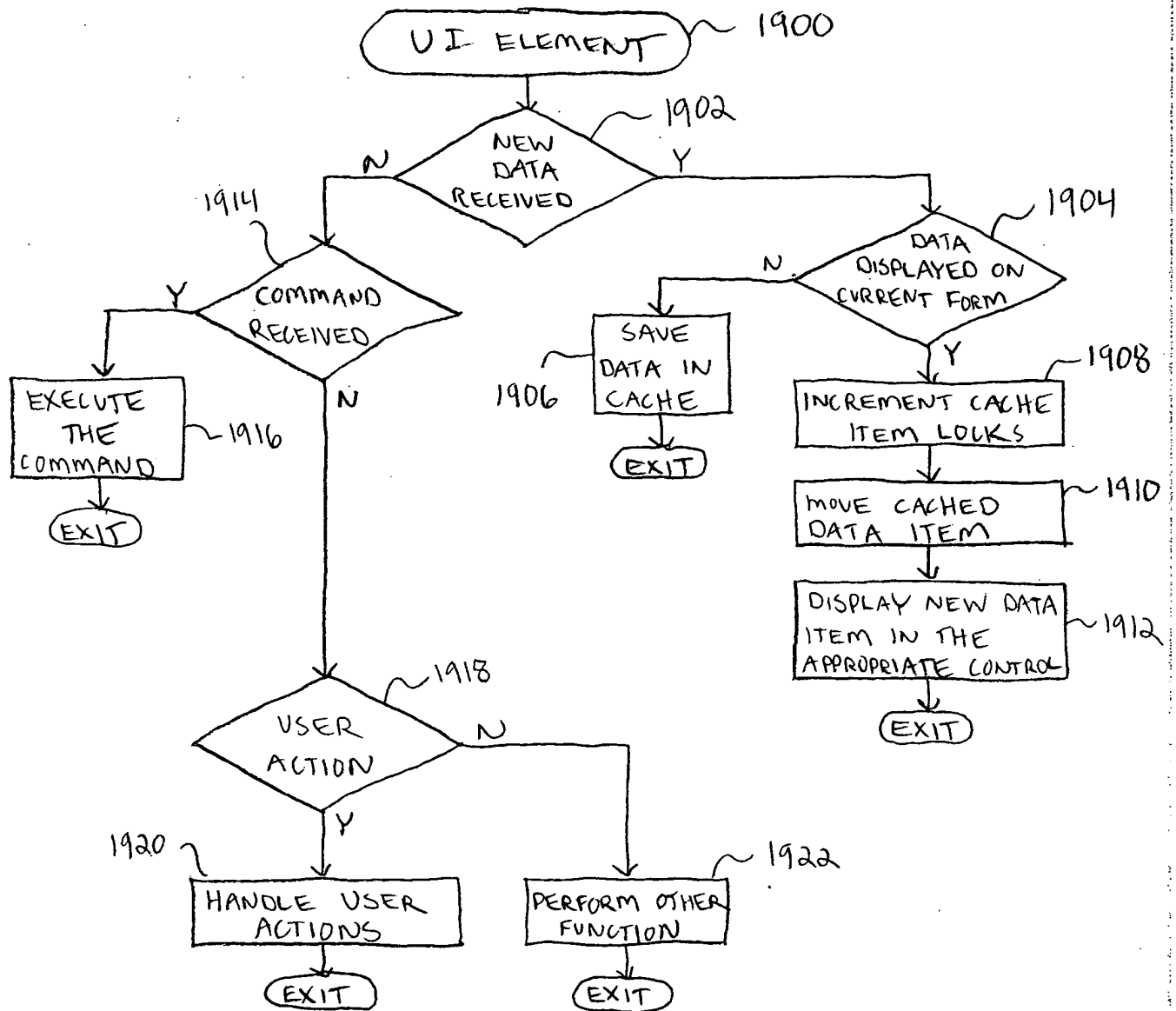


FIG. 19



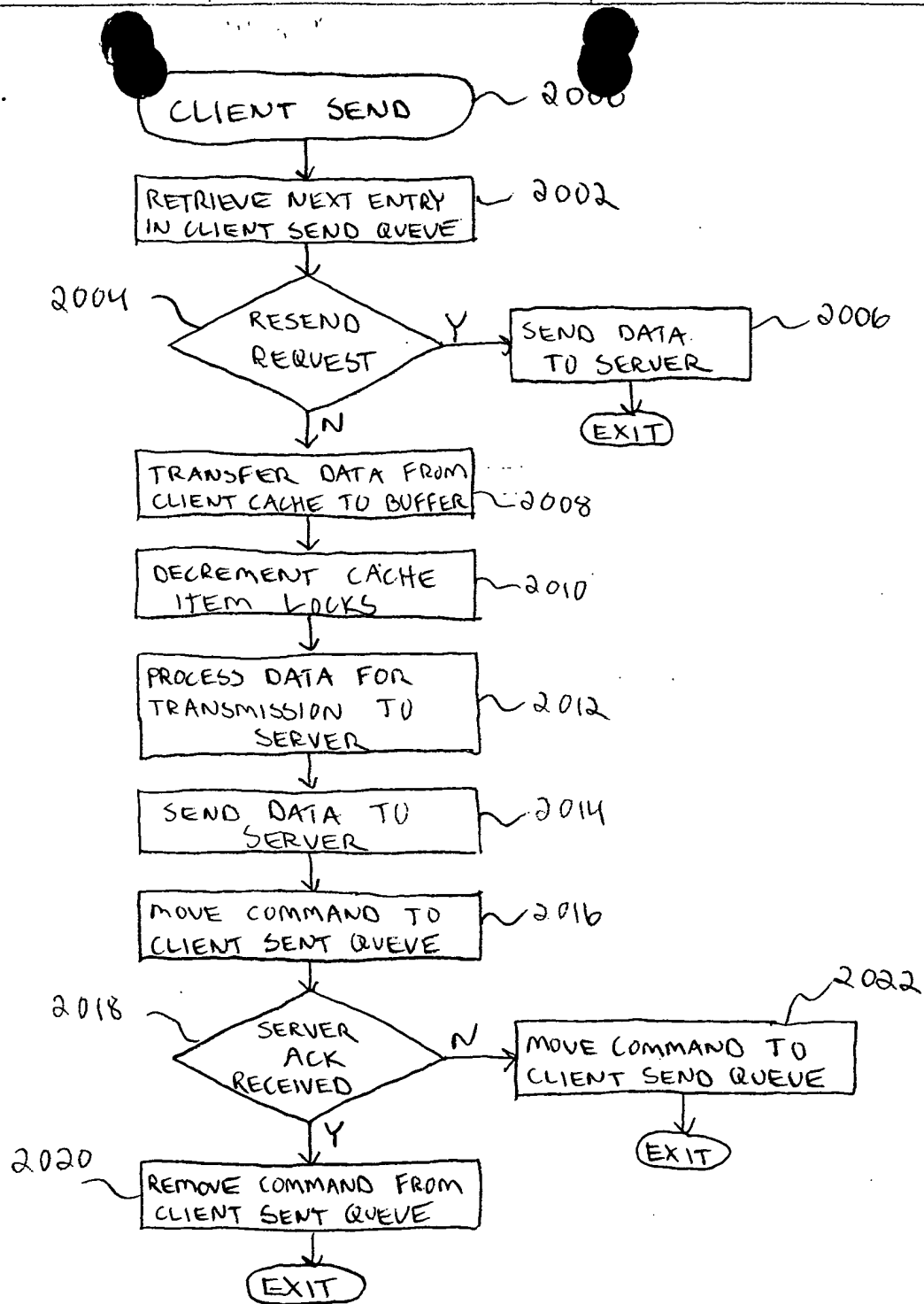


FIG. 20

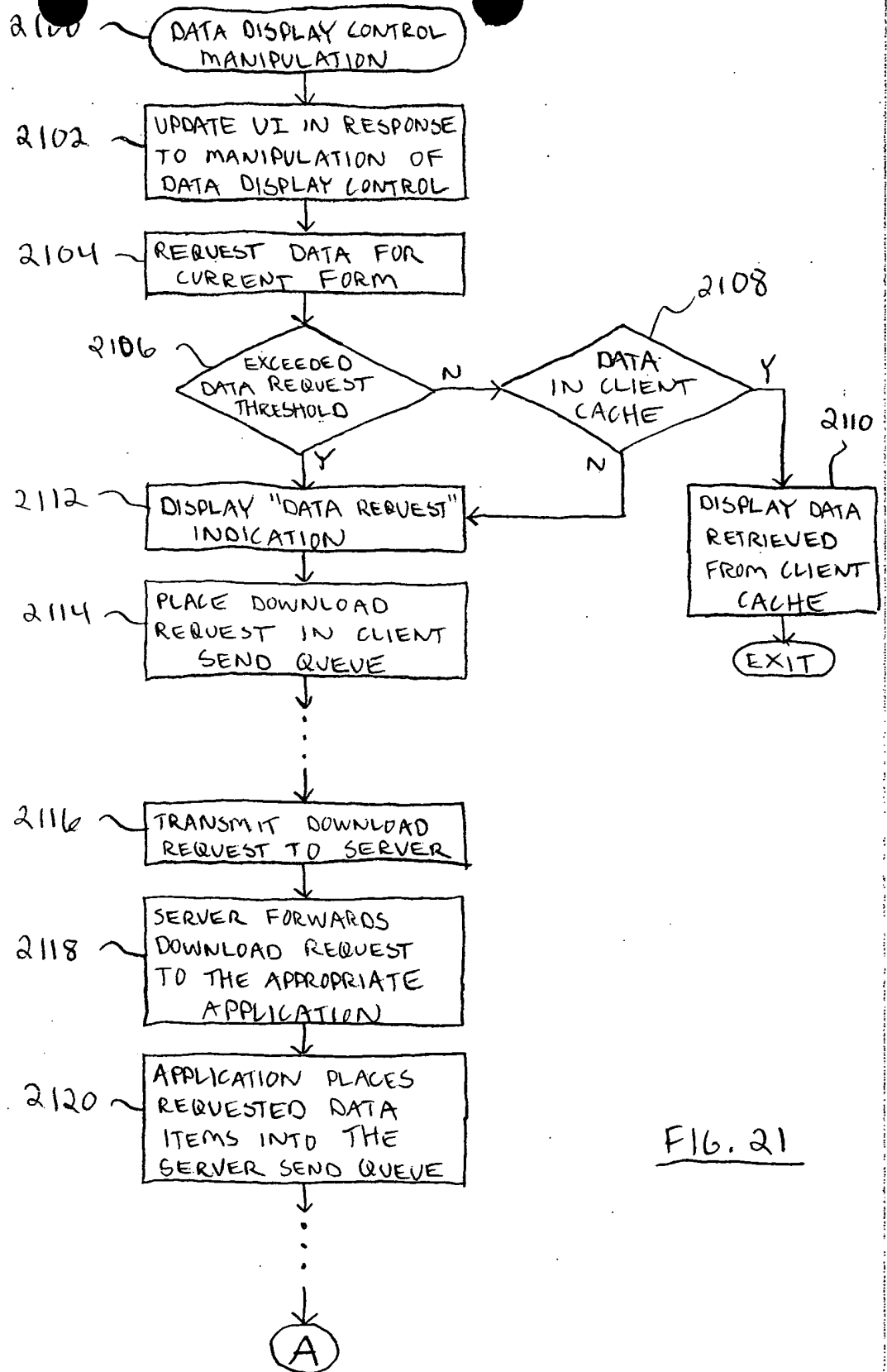


FIG. 21

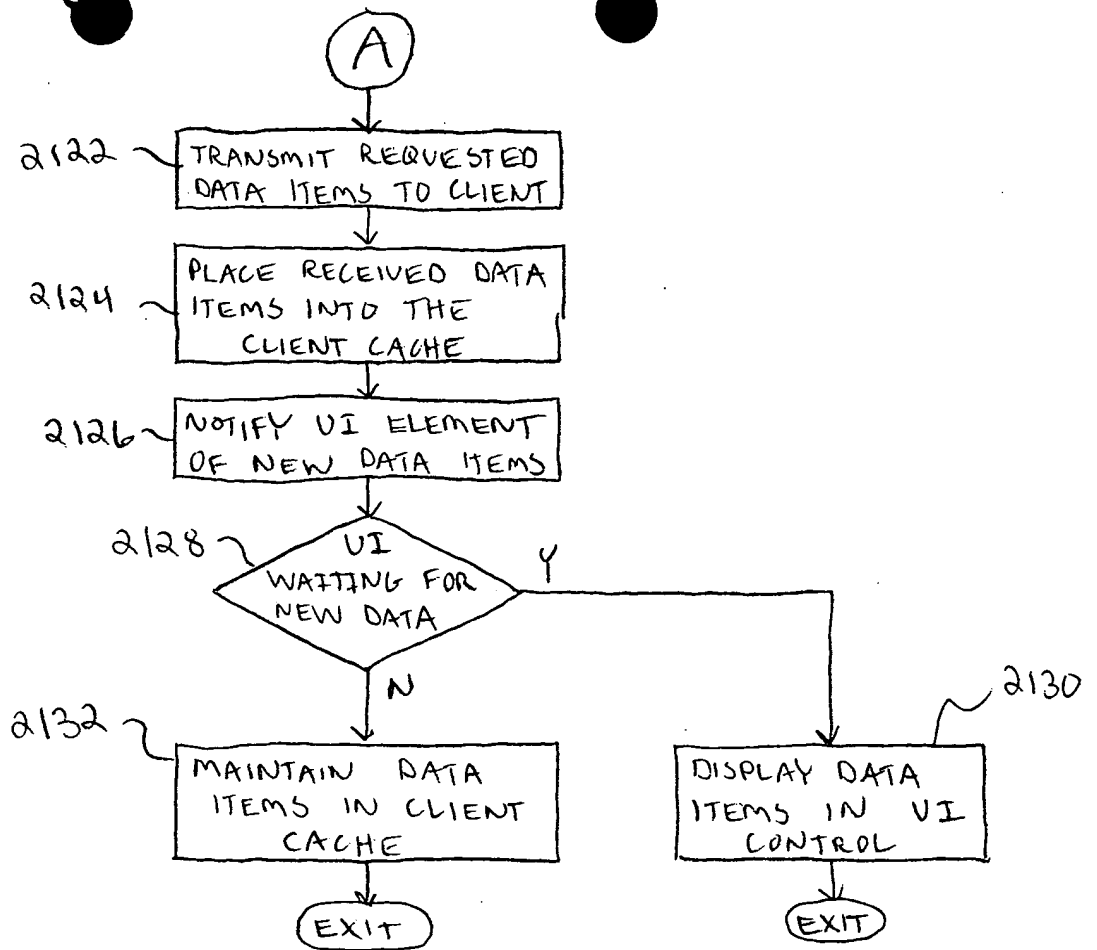


FIG. 22

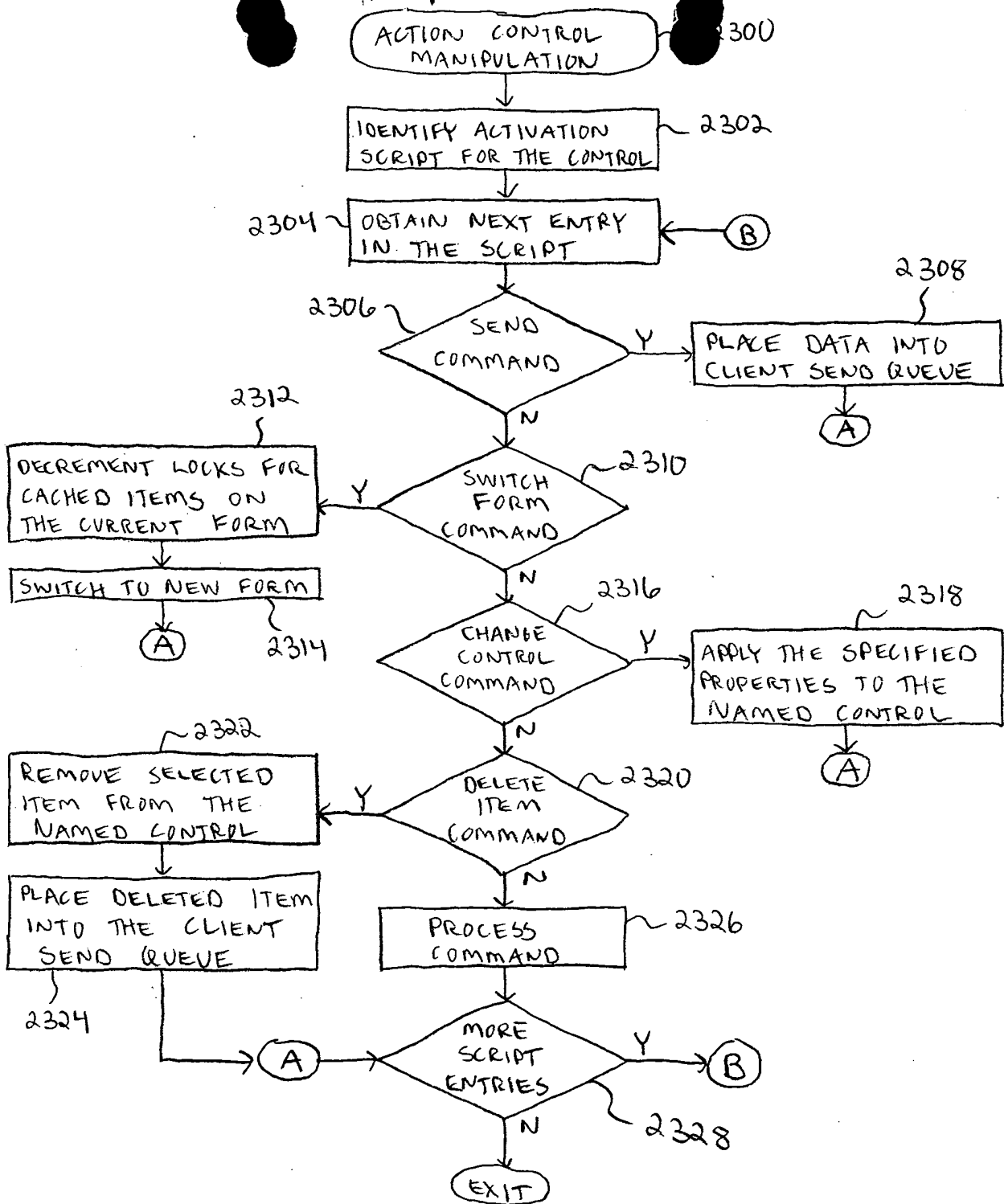


FIG. 23

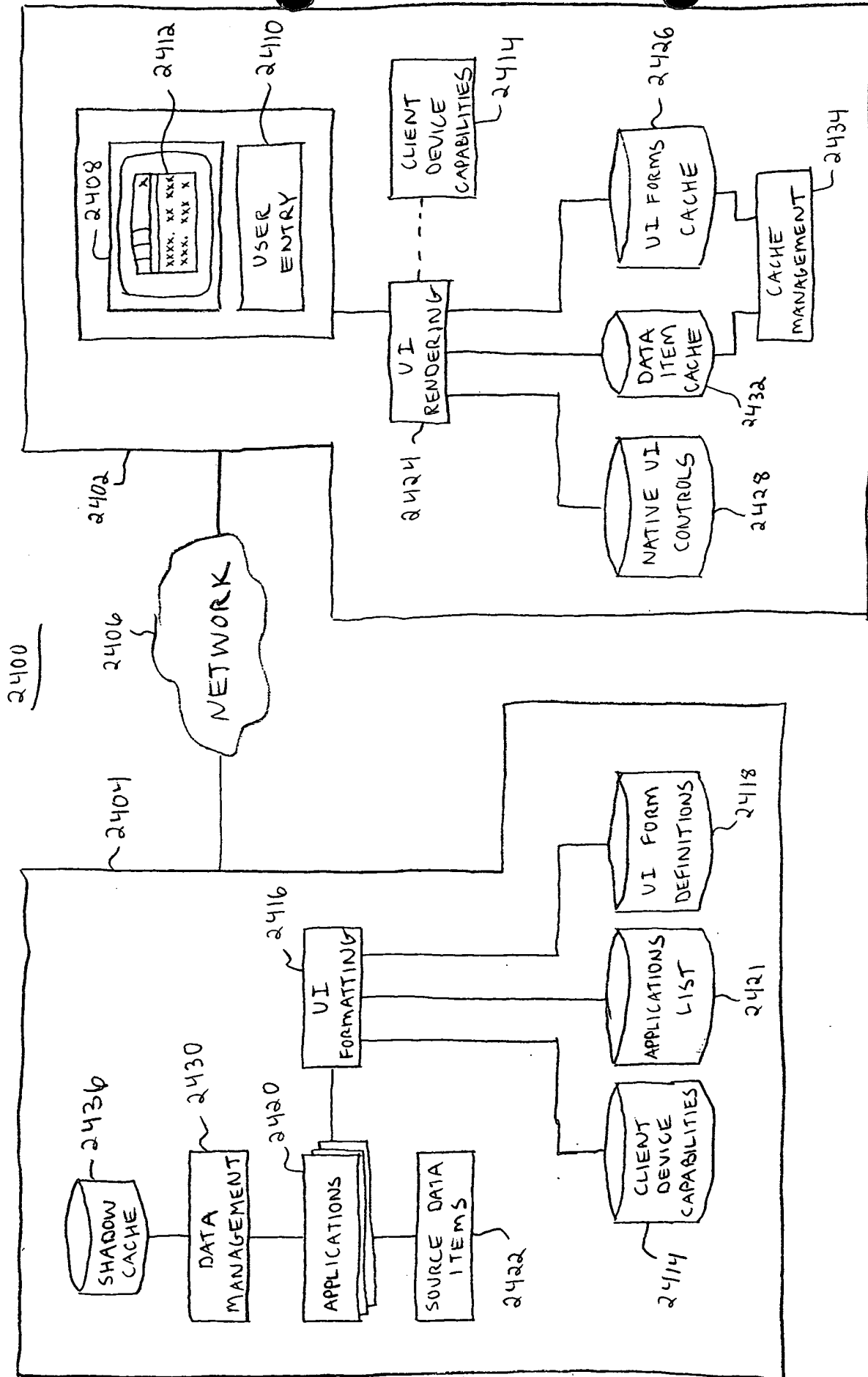


FIG. 24